

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA**

UNSTARRED QUESTION NO:2225
ANSWERED ON:14.08.2006
COMPLAINTS AGAINST MEDICLAIM POLICIES
Kumar Shri Shailendra

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether the National Consumer Helpline (NCH) has requested the Insurance Regulatory and Development Authority and the Union Government to review the policy governing mediclaim policies offered by various insurance companies by adopting regulations that prevent harassment of consumers;
- (b) if so, the details thereof and the reaction of the Government thereto;
- (c) the number of complaints received by the NCH and by the Government in this regard, during the last one year; and
- (d) the action taken by the Government thereon?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) : No Sir.

(b) : Does not arise.

(c) & (d): 292 complaints relating to medical insurance have been received in National Consumer Helpline (NCH). Seventy three complaints have also been received by the Consumer Online Research and Empowerment (CORE) Centre another Government supported initiative. These complaints have been taken up with the concerned Insurance Companies for resolution.